

Warranty



All products are warranted to the original purchaser for a period of one year from the date of original invoice, to be free from factory defects in workmanship or materials. During this warranty period may repair or replace merchandise proven to be defective due to faulty manufacture. Such repairs and service will be made FOB factory with no allowance for transport or handling costs. This warranty does not apply to damage resulting from: accident, misuse, abuse, alteration or negligence. TPC will not be liable for any loss, injury or damage to persons or property after merchandise has been received, inspected and found to be in good condition and meets the customer's specification. TPC will not be liable for additional charges sustained by the customer as a result of installation or usage. TPC is not liable for stolen goods. It is advised under warranty that all products should be permanently affixed to the ground surface upon installation to prevent degradation of protective coatings on the products.

The TPC warranty on wood parts requires the purchaser to maintain these parts with Duckback Superdeck, (800) 825-5382, finish at frequent intervals, when necessary. Failure to do so will result in the voiding of this part of the warranty. Refer to brochure for details.

MAINTENANCE:

The purchaser is cautioned that proper maintenance is necessary to insure long-term durability and customer satisfaction. Any product found to be damaged or defective should be taken out of service. Some products in an exterior application, depending on exposure to the elements, require re-coating. The frequency will depend upon the application.

RETURNED MERCHANDISE:

Defective merchandise may only be returned with written permission from TPC factory. All merchandise must be returned prepaid within (4) weeks of delivery, UPS when possible. Upon inspection, determination will be made and the goods will be returned or replaced. Defective merchandise will be replaced at no cost to the original purchaser and all freight will be paid by TPC.